

ABSTRACT

A system that includes a computer device and a user interface. The user interface is configured to enable a user to interact with a person using one of at least two of voice conversation, voice-video conversation, graphic text-based conversation, fax, and electronic mail. The interactions can include the following. Creating a rule to cause the computer device to automatically perform an action based on a request to converse with the user. Viewing an automatically generated listing of a set of persons, the listing comprising a name, presence information, and communication modes available for the user to communicate with the person from the set of persons. Selecting the person from the set of persons. Selecting a communication mode from the communication modes available to communicate with the person, and retrieving information about a person using an identifying characteristic of the person, where the identifying characteristic is selected by the user from a display.

10 Communicating with the person.

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